SYNOPSIS

ON

A STUDY OF SPIRITUALITY, ARTIFICIAL INTELLIGENCE AND NON-VIOLENT BEHAVIOUR AMONGST EMPLOYEES IN IT/ITES AND BFSI ORGANIZATIONS

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1.TOPIC OF RESEARCH

A Study of Spirituality, Artificial Intelligence and Non-Violent Behaviour amongst Employees in IT/ITES and BFSI Organizations

2. INTRODUCTION

Human resource management (HRM) nowadays keep an eye on all the aspects of employees and try to resolve them, which is an inevitable standard for the well performance of any organisation. Violence being one of the issues regarding employees´ needs to be focused by managers and researchers. This review signals the appalling need for Artificial Intelligence (AI) and spirituality at any workplace also provides significant insights for human resource managers as well as practitioners for the attainment of Non-violence among employees and to cultivate peace, strength, democracy, truthfulness at workplace. Artificial intelligence is a virtuous moderator between spirituality and non-violent behaviour on individual, group and organisational level. A rigorous analysis to explore the relationship between spirituality and Non-violent behaviour via AI is an unexplored zone, which is needed to be surveyed.

Violence and intolerance is now identified as a serious issue in the workplace context. In many countries, various professional organization and human resource departments have become more aware over the last decade that behaviours such as calmness, peace, unity, social and ethical environment has the potential to improve employees performance and to enhance their knowledge, skills, and confidence. People who has been the victim of violent behaviour urges for some change in the organizational environment. Most of their common complaints are regarding the disrespect, abusive language, bullying which results, increase in number of cases regarding depression, physical and mental imbalance, lowered self-esteem. This review brings attention towards the individual's spirituality and their behaviour at workplace, how with the help of AI, we would enhance the workplace. It explains the pros to connect the employee's work to their spiritual values to attain a behaviouristic and peaceful place to work.

As it is not wrong to say world of humans because of the new and advancement of technologies, spirituality counters this in its own context. The originality of world is still a question for all, and each human on this Earth have their own perception. Against global trend of AI systems augmenting over the job that were initially carried out by human beings , one urging question for HRM is whether robot could take place of humans in HRM or it could be the assisting hand for the well-established organisation. According to numerous studies, spirituality being the base for non-violent behaviour and AI be the assistant (or the helping hand) for the success.

Faultless, COVID-19 pandemic lead humans close to spirituality again, also revealed spirituality's significance and consequences. Human Resource managers and practitioners would surely incline the organisation (especially employees) towards the spirituality and all this would be attainable and conceivable with assist of AI to maintain social distance. The change management is the glorifying part that would initiate the bit of stride. The discussion will whirl mainly around the spirituality and AI which could lead not only to the non- violent behaviour but also the overall success at workplace.

3. LITERATURE REVIEW

3.1 Meeting with AI

Artificial intelligence (AI) is an emerging trend in Human Resource management (HRM) context. Authors and scientists discovered AI to be boon and bane for the society for the

availability of service and also the misuse of it. HR managers and practitioners emerged in AI to enhance the corporate environment and to cope with the technological world.

AI talks, necessitates to discuss about Robots which have transformed the human lives drastically. From chatbots such as Apple's siri to humanoid robots such as Pepper and Mindar, AI has increasingly taken over the functions of humans in various professions (Dignum , 2018; Robotics 2018; Samuel, 2019; Sharkey , 2017; Tamatea ,2010 ; Van Wynsberghe and Robbins,2019). According to the 2016 report of the International Federation for Robotics, the total number of professional service robots sold in 2015 has increased by 25%, particularly for service robots in defence applications and medical robots (Van Wynsberghe and Robbins ,2019). Confucius mentioned researchers differentiate between two kinds of AI

'AI partners' and 'AI minds' (Tan C, 2020)

AI marks extreme design space. It is necessary to render which AI design we are referring to in this article.

AUTHORS	**TITLE**	**JOURNAL**	**AI DEFINITION**
Foerst, 1996	Artificial intelligence: walking the boundary.	Zygon journal	AI refers to "a science that tries to build and programme computers and/or robots so as to give them abilities and features that we intuitively call intelligent.
Stanford university, 2016	Artificial intelligence and life in 2030. One hundred year study on artificial intelligence	Stanford university, Stanford, CA.	The computational technologies of AI are inspired by how human beings sense, reason, learn and act
m.kadkhoda and hoorie jahani, 2012	Problem-solving capacities of	Procedia social and behavioral sciences-	AI is an endeavour to endow mechanical artifacts with human like intellectual capacities. The strong AI hypothesis avows

	spiritual intelligence for artificial intelligence	Elsevier	that "an appropriately programmed computer is really a mind"
P.tambe, p.cappelli, valery yakubovich, 2018	Artificial intelligence in human resources management: challenges and path forward	SSRN electronic journal- ResearchGate	"AI" conventionally refers to a broad class of technologies that allow computer to perform tasks that normally require human cognition, including decision-making.
s.strohmeier and F.piazza, 2015	Artificial intelligence techniques in human resource management- a conceptual exploration	Springer international publishing Switzerland	AI techniques as machine processable instructions to solve tasks that would require clear cognitive capabilities if solved by humans.
Laura pana, 2006	Artificial intelligence and moral intelligence	Triple C cognition, communication, co-operation	The setting up of an artificial technical environment and its actual transition to an intellectual technical environment, by the transformation of the information machine into the intelligent machine.
Mark Coeckelbergh, 2010	Artificial intelligence, networks, and spirituality	Zygon journal	For (conservative) others, technology is a threat to older forms of life, which are supposed to be full of meaning- a richness, it is assumed that can never be matched by contemporary technological culture and is even actively threatened by it.
T.Guo, 2015	Spirituality as reconceptualis ation of the	Routledge- Taylorand Francis Group	AI is still following the footsteps of Turing

	self: Alan Turing and his pioneering ideas on artificial intelligence		

Exploring the above mentioned table further- starting in the 1980's there was the shift from mechanical and analogue electronic technology to digital electronics (A. Kundra and A. Sadh, 2020). Artificial intelligence (AI) being the chief factor in all the fields, here we discuss it regarding non-violent behaviour and spirituality. As mentioned by various researchers people now-a-days are most dependent on technologies and leaving their own intelligence far behind. It wouldn't be wrong to say

"Human going to be stupid

Not AI be smarter"

What will happen when a computing brain will become smarter than human brain. One of the authors writes, "Nowadays in the information age, it is hard to imagine how the world would be without computers and the internet. Turing's work, especially the core concept of Turing machine at the heart of every computer, mobile phone and microchip today, so many things on which we are so dependent would be impossible (this be the common issue regarding AI). There is no doubt that, in time, being a man-made creation, the AI entities might surely be able to match our abilities and surpass (almost) any of the human feature, even any Turing-like test. Although computer will be able to do everything, they can't be everything, (B. Popoveniuc, 2014)

All the fundamental pursuit are performed via AI and technologies. AI has developed a special concept called singularity. Singularity as resulting from a combination of three important technologies of the 21st century: genetics, nanotechnology and robotics (including AI) (Stefan Grosu, 2012). Irving John, good invented a concept called technological singularity. This concept presents the impact of super human intelligence which tries to design future generations of increasingly powerful minds. This state can be named an

explosion of intelligence seen as a future intellect event that can't be predicted. An appropriately programmed computer is really a mind. AI is a function of the calculating capacity of computers, believed by many writers, as intelligence is the ability to analyze cognitive complexities.

This is also a question, what we think we were when there was no computer and internet, the difference between both the life. According to Mark Coeckelbergh, technology is less important to what we care most about is to disregard the insights of philosophy of technology. Technology shapes what we do, how we feel, and therefore who we are. As Marshall Mc.Luhan suggested already in the 1960's, long before the internet, technology changes how we think and feel (Mc.luhan, 1964). Technology shapes our self-image; it helps us to understand who we are (Hefner, 2002).

Mark Coeckelbergh explains children think that something is alive when it moves, and they speak of it as if it were a person. Already in the 1980, Shercy Turkle observed that young children treat computers in this way, they "are drawn into thinking psychologically about the computer because of its behavior" Turkle (1984). People react to technologies as mortal and spirit to things as they sometimes denote their computers as if it were someone instead of something. They also name their laptops and computers, get angry at various machines (if not work accordingly) and so forth. Bogdan Popoveniuc demonstrates people rely more and more on AI for easing their cognitive tasks from memorizing phone numbers, addresses to data mining, calculus, and decision-making algorithms. On the other hand, as people's thinking relies more and more heavily on AI processing, heuristics and data presentations, their cognition will adapt and be shaped in this form which limits and deepens the cognitive dependence. As long as the progress of AI is an open-ended process and the primeval human desire for comfort prevails in time the singularitarian question is set inverted. AI occupy a large (almost all) fields to make a change and advancement. Almost all the industries do have an assisting hand of AI to be on highest peak while general purpose AI is still a long shot in any domain of human activity, the speed of progress towards specialized AI systems in healthcare, automobile industry, social media, advertising, and marketing is considerable (Peter Cappelli, 2018).

On the contrary, the development of technology without limits and without understanding, with its long-term and complex consequences at all levels of our physical body, our social relations and our mentality, can't be labeled as an evolution in civilization. It is rather a

preposterous expanding of artifactualness, at the expense of human evolution and this is wrong (Bogdan Popoveniuc, 2014).

Researchers states that there are way too many types of intelligent behavior naturalist, musical, spiritual, logical-mathematical, existential, interpersonal bodily-kinesthetic, linguistic, intra-personal or spatial, artificial intelligence. These are less conceptualized and almost completely unemployed in daily practice and researches. To specify the design space, initially we need to understand it. As mentioned before AI is bifurcated as AI partners and AI minds. Moreover a spiritual, existential or moral intelligence seems beyond our present way of (scientific) understanding. AI partners are the helping systems arranged for the mindful boost to human. Etzioni and Etzioni exemplifies as a digital assistant that transcribes documents for the users. This type of AI only requires that the machines be better at rendering decisions in some matters than humans or under their close supervision (Etzioni and Etzioni, 2017). "AI partners" is also known as "intelligence augmentation (IA)", "intelligence amplification", "cognitive augmentation", and "machine augmented intelligence" (Etzioni and Etzioni, 2017; D. Mello,2015; Markoff,2015). The second fragment i.e. "AI mind" explains the generation of machines and technologies which are able to take place of humans. Etzioni and Etzioni, 2017 explains it as "seeks to reason and form cognitive decisions the way people do (if not better), and thus aspires to be able to replace humans" (Etzioni and Etzioni, 2017). To make it clear well, an example for this is autonomous metros and cars, or we could say driver-less vehicles. Autonomous cars that are designed to mirror the human processes of deliberation and decision-making are best example of AI mind. Machines that fall under the category of AI minds are both intelligent and autonomous (C.Tan, 2020).

Two pre-programmed qualities as being enough for creating an autonomous self-evolving programme; first, coding the basic skills that allow the system to acquire a large amount of specific knowledge. Second, the system reaching sufficient intelligence, and conceptual understanding of its own design, that it can deliberately improve its own design (B. Popoveniue, 2014). An intelligent system is able to reason about and interact with other systems and its surroundings whereas an autonomous system is capable of operating without supervision and making its own decision (Charisi *et al*, 2017). Etzioni and Etzioni (2017) concepts of "AI partners" and "AI minds" parallel Sullins (2006) identification of two distinct varieties of robotics technologies: telerobots and autonomous robots. The former are remotely controlled machines that are capable of making minimal autonomous decisions,

whereas the latter “must be capable of making at least some of the major decisions about their actions using their own programming”. AI partners always being the right hand to humans and keeping them at ease, but AI mind has always been a part of controversy, for the replacement of human and chaos it creates for society. HR managers and practitioners to be an ethical-spiritual guide and role model who directs employee according to a situation they face time to time. But replacement of a person with an autonomous apparatus would create difficulty as it process only according to how its programmed and would respond same in all the unpredictable situations. Yes, definitely AI partner could be of great help at workplace.

In this study, AI being the important variable needs complete focus. While keeping in mind all the aspects of AI, we concentrate on perception of employees, as what a person perceive of new technologies and how they take these systems in their life.

3.2 Spirituality as base–

Discovery of spirituality is in moments when an individual arise a meaning of personal existence question and attempts to place the self within a broader ontological context. Spirituality is not with a different person but a person with contrasting personality characteristics which gives an inner subjective and motivating experience that urges us to feel the strong interest in understanding the meaning of life. From the sociological perspective, spirituality is a cultural fact, “the search for sacred” where sacred is not only for the god or spirit or the divine spirit or supernatural, but it is an extremely broad concept. Sacred do include all the things as a rock, flower, tree, a spring, wood, uttered word, a piece of pebble or wood or anything. Spirituality has been defined by various authors from decades as “inner consciousness “, “ a process of self- enlightenment “, “the unique inner search for the fullest personal development “, “feeling of being connected with one’s complete self, others and entire universe “, “ journey to find a sustainable, authentic , meaningful, holistic and profound meaning of self”. Some researchers found people to have positive and negative views of spirituality as mostly people find spirituality as our base of life and rest find it anti-materialist.

Spirituality has become the ‘brand label' for the search of meaning, values, transcendence, peace, hope and connectedness in modern societies. (Carrette and King, 2005)

Peter McGhee, Patricia Grant, 2008 claims the behavioural characteristics of spiritual individuals

1) Seeking to transcend their ego (i.e. their own self-interest).
2) Awareness and acceptance of their inter connectedness with others, creation and their ultimate concern.
3) Understanding the higher significance of their actions while seeking to integrate their lives holistically.
4) Believing in something beyond the material universe which ultimately gives value to all else.

Above mentioned attributes displays the qualities of a spiritual person and their gratitude behaviour which could definitely be the assistance to non- violent behaviour at workplace.

Spirituality is clearly a broader construct than religion. Spirituality allows a person to have a sense of the sacred without the institutional practices and limitations that are associated with traditional religions, (Zinnbauer *et al*, 1999). Spirituality should not be confused with religion. Some of the authors explain how people be spiritual but not religious for further exploration.

Hill *et al*, 2000 exclaims, 'Most, if not all religious individuals are spiritual. Beliefs and experiences that are part of traditional religiousness (e.g. prayer, going to church etc.) are also spiritual if they are part of an individual's search for the sacred. Apart from this spiritual person do follow and practice a kind of private or personal religion'.

Schneiders (1989), an author conveys his idea as (spiritual individuals) consciously strive to integrate their lives in terms not of isolation and self-absorption but of self-transcendence towards the ultimate value they perceive.

For a person who adopted a certain conception of what it is to be spiritual, it means they can be escorted by this idea in their practice, through others so they are stable with their rules and thinking of spirituality. Virtue is goodness, morality which are attitudes, dispositions or character traits that enable us to righteous and to act in ways that allow us to grasp our basic prospective for moral excellence. A virtuous person has a habit of truthfulness in all the circumstances, all his acts and activities are irrespective of bias and are followed towards truth. The virtuous agent has come to recognise the value of virtue and view it as the appropriate response in a given situation.

Spirituality is self-creation, self- exploration by understanding our self which is the base for human being's existence. A spiritual person's internal harmony and peace will radiate for and wide reaching from his oneself to family, society to the state, nation and to the heavenly.

Spirituality is grounded in morality and moral culture, which is the lacking factor from the life of the majority.

Kadhoda and Jahani, 2011, discuss, spiritual-intelligence encompasses a whole spectrum of perspective and multiple modes of knowing. It can be in the form of one of the following four modes:

1) It applies a capacity for a deep understanding by existential questions.
2) It creates insights into the multiple levels of consciousness.
3) It implies the awareness of spirit as the ground of being.
4) It forces evolution for creativity.

Spirituality appears as the awareness that develops into an ever- deepening awareness of spirit, mortality, life, death, soul, mind, body. Spirituality includes knowing the limits of your knowledge, and listening to your inner voice through multi- sensory approach to solve a problem. Spiritual-path is an expression for the growth and development of qualities and intelligence of spirituality. These qualities are associated with spiritual maturity which includes all the integrity, motivation, positivity, honesty, tolerance, truthfulness, inner- peace, open- mindedness, equality to face the life's challenges.

Spirituality is a path which put forth the questions like "who am I", "for that I'm here", "where am I going", "where I should reach", "what do others mean to me", these holy questions help a person to move forward.

We as a human being must specifically define humanity and spirituality not by its limitations, but by its prospective extent and reach, for we are the species that goes cross the limitations. This new spiritual dimension embodies employee's search for simplicity, meaning, self-expression and inter connectedness to something higher (Marques *et al*, 2007).

3.3 Non-violent behaviour-

Violent incidents in the workplace which negatively affect employees' health and safety present an important problem at work. Violence could be both physical as well as non-

physical too. First we need to understand the definition of non-violent and violent behaviour. Richards (2003) defined as “Incidents where staff are abused, threatened or assaulted in circumstances related to their work, including commuting to and from work, involving an explicit or implicit challenge to their safety, well-being or health". Workplace violence includes sexual and racial harassment and mental or verbal abuse, physical assault, robbery, bullying, shouting, threats, interference. Violent behaviour at workplace may result in stressed environment, anxiety, burnout, depression, reduced job satisfaction, low level of job, involvement and commitment. There is no universal agreed definition of Non-violent behaviour instead. Many define it as “Non-violence is more than non-appearance of violence or non-harming.”

Non-violence is a human effort to limit anger and hostility (Asthana, 1990). It is also a process of introspection and leveraging one’s internal resources (Walz and Ritchie, 2000). Various definitions of non-violence is forwarded with four dimensions proposed by Bhalerao and Kumar, 2015, as “Ignore: It states that employees ignore the violent acts violation of rules, regulations and norms”, “Stress: peer gets stressed over the violent activities by some colleagues, which results in sympathetic attitude towards aggressor and gives him the benefit of the doubt, so this also results in defused violence”, “Ability: Violence is attributed to incompetence and inability of employees to comprehend a given task”, “ Constructive: Colleagues respond to violence in pro- social manner via peace and positivity within self, So non-responsiveness leads to defuse of violent spiral". The institute of Economics and peace reported the world lost US $0.46 tn in 2012 owing to global violence, which was equivalent to 11% of global GDP. It was also published that India invests heavily (as much as US $186bn) to limit damages due to violence. Employees who experience workplace aggression, such as bullying and harassment, have an increased likelihood of physical and mental health issues including insomnia, high blood pressure, gastrointestinal symptoms, insecurity, crying spells, anger, frustration, weight loss, depression, increased use of alcohol, and in severe cases suicide (Corney B,2008; Rospenda KM *et al*, 2009). Mainly two cause in particular appear to a greater likelihood of workplace aggression and escalation to violence- sustained negative external attribution on the part of the perpetrator and a lack of organisational responsiveness to workplace violence (Bobbie L.Dillon, 2010).

3.4 How Tech spirituality helps to maintain non-violent environment –

There is a significant relationship between spirituality and non-violent behaviour as studies show that a spiritual person is much more likely to demonstrate peacefulness, satisfaction, calm, enhanced teamwork, kind and fair, honest and trustworthy, express more servant leader behaviour. These values and spirituality do contribute to the non- violence among employees. Spirituality, magic, mystery, aura, secret in nature is supposed to be untouched by human and its science and technology, and in order to get "closer to nature" or to the world of the spirits.

Tech spirituality is what this study focus most. Tech spirituality is a way which can convey all the rules, vibes, virtues to the employees at different level, which in combination helps the organisation or any workplace to achieve non- violent environment. Apart from contemplating and enjoying the magic and mysteries of nature, we also can find spirituality in the material change of nature by humans in technology.

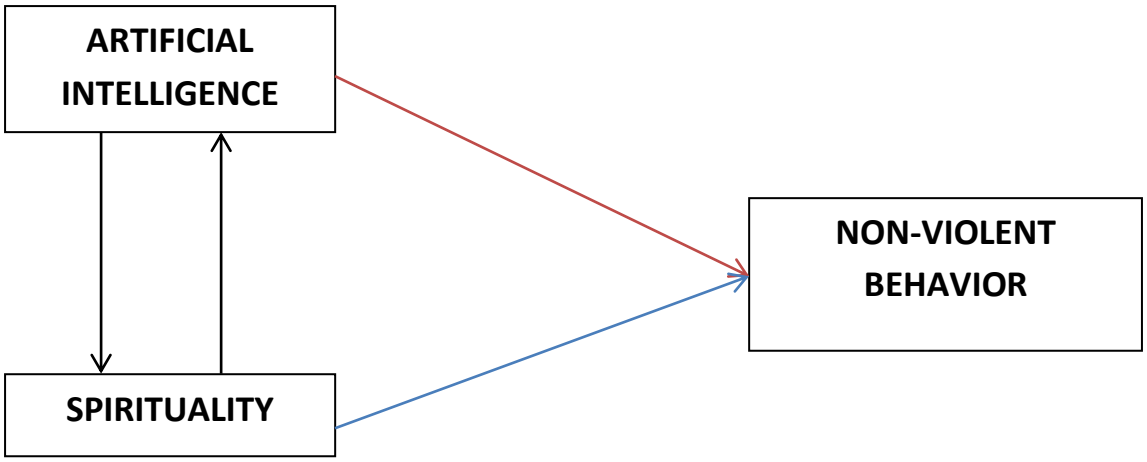
Technology and AI both could be the right hand to spirituality for the achievement at workplace. The combination of AI and spirituality is far better way to convey the virtue with people and fetching of Tech spirituality at various level i.e. at individual level, group level, organisational level is the surest path as it affects the person in an organisation. The review explains AI partner is water to the grass instead of AI mind. Spirituality can be understood verbally but best fetched via AI partner technologies which directly hit to the minds of people to attain peace, and virtue for attaining non- violent behaviour. As model explains that Tech spirituality could affect person psychologically at individual level and at group level with collaboration, which make employees learn equity and teamwork, with this workplace democracy at organisational level to make a person feel free.

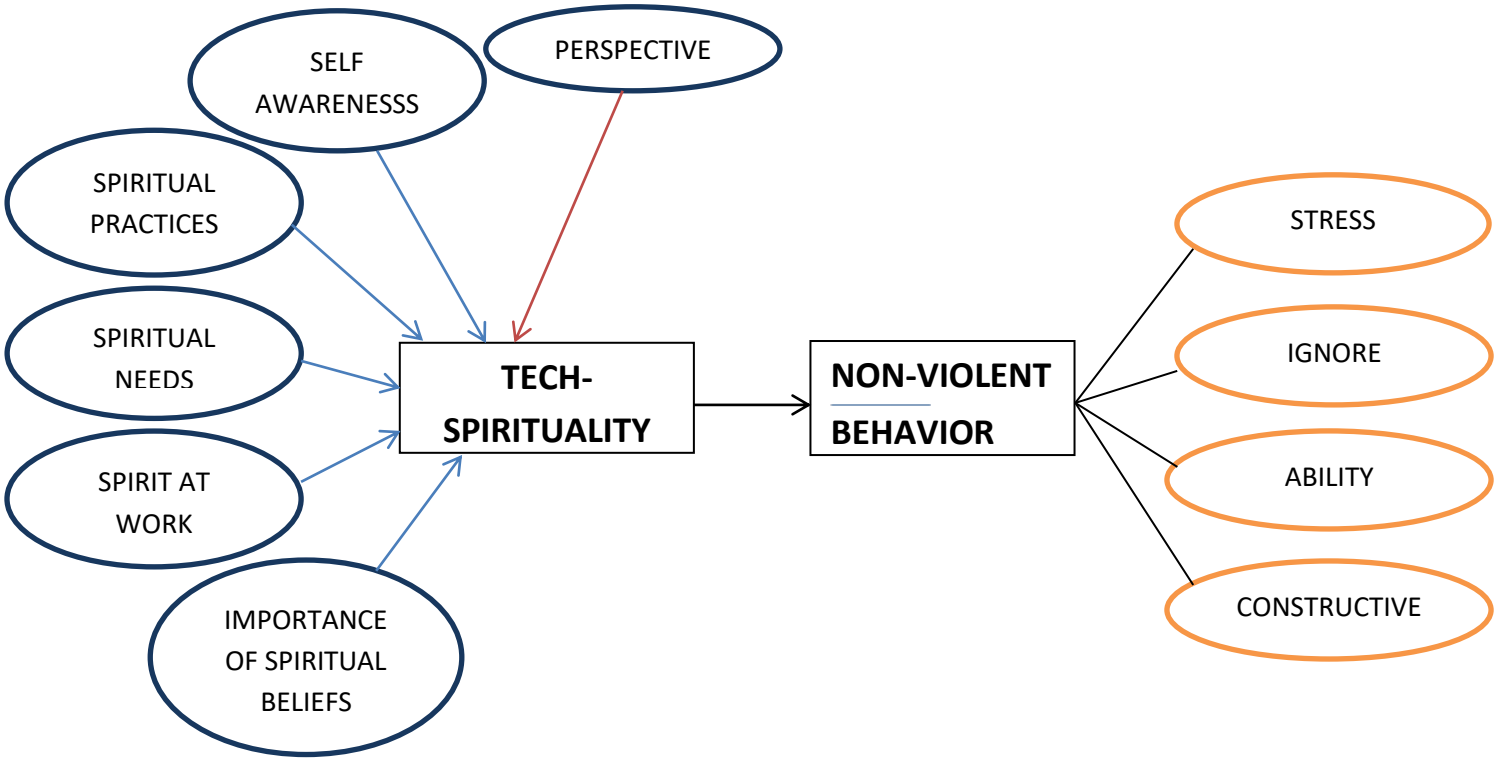
Various research and findings show potential AI in human resource management is explored in various scenarios, some are: - turnover prediction with artificial neural networks, candidates search with knowledge based search engines, staff roistering with genetic algorithms, HR sentiments analysis with text mining, resume data acquisition with information extraction and employee self-service with interactive voice response.

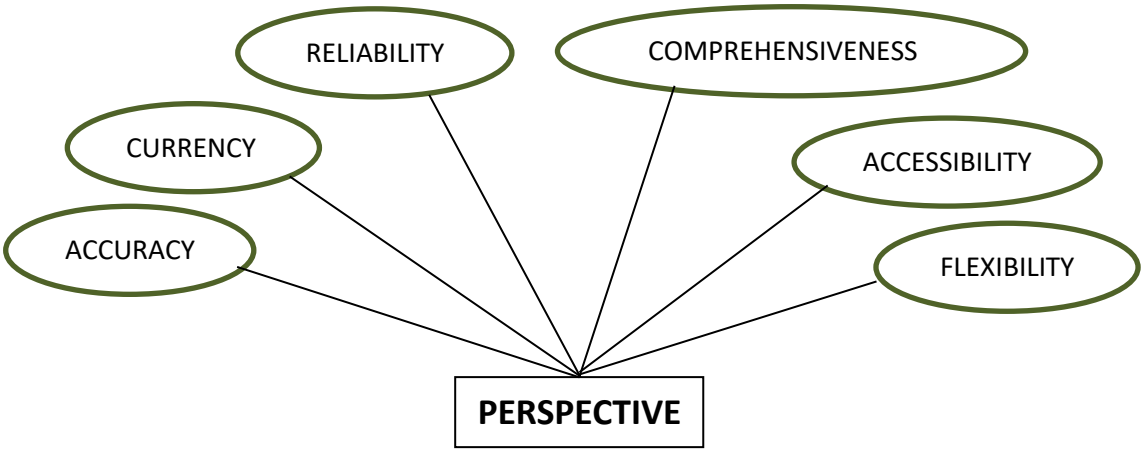
The only thing we need to focus is SPIRIT RETURNS (POST MODERNITY). Change management is needed to be focal point to bring people back to spirituality. COVID-19 pandemic have also brought people together, they fed all the technologies are nothing to be

considered before their own inner peace that to be attained with togetherness and interconnectedness.

PROPOSED RESEARCH MODEL







4.RATIONALE OF THE STUDY AND GAP ANALYSIS

Tech-spirituality being the new and finest term in this study is an untapped region. The relationship between Artificial intelligence and spirituality could be called as Tech spirituality. The correlation between Tech spirituality and non-violent behaviour is an unexplored domain. Violence nowadays is commonly observed in all the sectors and at every level. Violent incidents can be a planting ground for negative outcomes which affect the employee's health and safety at work.

Here, the mentioned model defines the factors which are affecting our most important variable, i.e. tech-spirituality, which includes both AI's and spirituality's sub variables. Employees perspective regarding AI would be measured through various factors as comprehensiveness, accuracy, currency, reliability, accessibility, flexibility. And factors which will contribute to measurement of spirituality are self-awareness, spiritual practices, spiritual needs, spirit at work, and importance of spiritual beliefs. Along with this, factors which would help in measurement of non-violent behaviour are stress, ignore, ability, constructive. AI and spirituality in combination, i.e. tech spirituality and non-violent behaviour, the relationship of both the variables are required to be examined.

The review of literature exclaims Tech spirituality and non-violent behaviour is an unexplored domain. But individually artificial intelligence affects negatively on non-violent behaviour that is AI may create insecurity among employees. If we talk about spirituality, it

helps in maintaining peace, equity, harmony and positivity at workplace, i.e. it has positive relation with non-violent behaviour. The review explains the pros to connect the employee's work to their spiritual values to attain a behaviouristic and peaceful place for work via AI. Beside this, Present needs to be very conscious regarding violent behaviour of this generation and the future time too. For the same, these type of unfold research obliged to be explored. Studies have been done on all the three aspects but individually, no such paper found examining the relation between all three of these variables and also the solution for the problem.

Although the study results in favour if we consider tech-spirituality, simultaneously it have certain implications too, which need to be considered for future aspects and studies. Spirituality is regarded to the mental state of any individual, that's the reason it is quite difficult to analyse it, and along with this, the responses of observer or participant may get change with time. This study is relevant to the workplace only, but it could also be explored to other sectors and domains. The study objectifies regarding conflict prevention instead conflict resolution. Future research can also focus on various variables like stress management, emotional intelligence, handling ambiguity.

Hope for all the conceptual and descriptive insights in this study will move Tech spirituality forward on all the three counts, for the attainment of Non-violent behaviour at workplace.

5.OBJECTIVE OF THE STUDY

The main aim of the research is to study the non-violent behaviour among employees and the help of tech-spirituality to overcome this problem. However the specific objectives of the proposed research will be as under:

1) To identify the significant dimensions which contribute in artificial intelligence, spirituality and non-violent behaviour.
2) To study the relationship between spirituality and artificial intelligence.
3) To examine the effect of spirituality on non-violent behaviour.
4) To evaluate the relationship between artificial intelligence and non-violent behaviour.

5) To explore the relationship between tech-spirituality and non-violent behaviour.

6.RESEARCH METHODOLOGY

Research methodology is a specific procedure or technique used to identify, select process and analyse the information about a research problem. In a research paper, the methodology section allows the readers to critically evaluate the validity and reliability of the study. The methodology section answers two main questions, i.e. how would the data be collected and how it would be analysed? In the methodology process, the researchers require deep knowledge about the problem and make conclusion for suggestions. So, it plays a vital role in research problem.

- **Research design**

The research design is theoretical outline of the methods and techniques for collection, measurement and analysis of data. In this study, descriptive research design is followed by an exploratory research design.

- **Sampling Design**

The universe of the study is large enough and hence the entire universe of the study cannot be surveyed. Hence, keeping in view the different constraints of the research, the sample size of the study is proposed to 500 but it can be increased or decreased according to the requirement of the study. Sampling design will make a mix of multi-layer, random, and convenience sampling from the study area.

- **Research Instrument**

The present study calls for gathering primary data due to its specific requirements. The primary data will be collected with the help of a well-structured questionnaire which may also include some specific scales available on the research variables.

- **Statistical techniques**

To collected data will be analysed and interpreted with the help of statistical tools and techniques as per the requirement of the study.

7.TENTATIVE CHAPTER SCHEME

The tentative organisation of the study i.e. chapter scheme will be as under:

Chapter- 1: Introduction

Chapter- 2: Literature Review

Chapter- 3: Research Objective, Hypothesis and Research Methodology of the study

Chapter- 4: Analysis and Interpretation of data

Chapter- 5: Finding, Suggestions, and Conclusion of the study.

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